



Bureau of Automotive Repair



GOVERNOR EDMUND G. BROWN JR.

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STATE OF CALIFORNIA
DEPARTMENT OF CONSUMER AFFAIRS
BUREAU OF AUTOMOTIVE REPAIR
CONSUMER ASSISTANCE PROGRAM

VEHICLE RETIREMENT PROGRAM – FREQUENTLY ASKED QUESTIONS

Where do I take my vehicle?

You must choose from a list of auto dismantlers under contract with BAR. The list is available online at the Consumer Assistance Program (CAP) link located in the "Quick Hits" section at www.smogcheck.ca.gov or by calling the Department of Consumer Affairs, Consumer Information Center at **800.952.5210**. Note: Some dismantlers require weekend appointments.

Is there a deadline to take my vehicle to the dismantler?

Yes. Your *Letter of Eligibility* expires 90 days from the date of your letter.

What if I do not have the original title to my vehicle or the title to my vehicle is altered (i.e., crossed out information)?

If you do not have the original title or have an altered title, you must contact the auto dismantler you plan to visit for further instructions.

Do all owners listed on the vehicle's registration need to be present at the dismantler site to retire the vehicle?

Yes. If one or both of the registered owner(s) cannot take the vehicle to the dismantler, a DMV Power of Attorney form (REG 260 or REG 262) must be completed by the owner(s) giving someone else permission to retire the vehicle on their behalf.

Do I need to show the dismantler photo identification?

Yes. You, the additional owner (if applicable) and any other person given permission to retire the vehicle on your behalf must show or provide a copy of photo identification to the dismantler.

Will the dismantler pay me right away?

Yes. If your vehicle passes the equipment and operational inspection, the dismantler will immediately issue a check made out to the registered owner(s).

Can the dismantler give me a ride home?

No. You must make your own travel arrangements from the dismantler.

Where can I get the DMV forms I need?

You can get the DMV forms at:

- DMV's Web site: www.dmv.ca.gov
- DMV Call Centers: **1.800.777.0133**
- Any DMV office

Where can I get more information?

Visit BAR's Web site: www.smogcheck.ca.gov or call CAP at **866.272.9642**. CAP hours of operation are Monday through Friday, 8:00 a.m. to 4:50 p.m. Please note that BAR offices are closed on Saturdays, Sundays, and state holidays.